

ABSTRACT

Employing Speech Recognition and Capturing Customer Speech to
Improve Customer Service

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The present invention comprises receiving speech input from two
or more speakers, including a first speaker (such as a customer
service representative for example); blocking a portion of the
speech input that originates from the first speaker; and
processing the remaining portion of the speech input with a
computer. The blocking and processing are real-time processes,
completed during a conversation. One example is a method for de-
cluttering speech input for better automatic processing, by
removing all but the pertinent words spoken by a customer.
Another example is a system for executing methods of the present
invention. A third example is a set of instructions on a
computer-usable medium, or resident in a computer system, for
executing methods of the present invention.

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FOOTNOTES